

When you say	This is what we hear	This is what we call that
Personal Management Skills for and at Work	 Punctual and dependable Demonstrates a positive attitude Meets goals and deadlines Manages time/is organized Identifies and solves problems Makes decisions Cooperates with others Gets help if needed Manages conflict Takes responsibility on the job Follows policies/rules/instructions Speaks effectively Listens attentively Expresses and contributes ideas 	 Competency F: Engage with Others Competency B: Communicate Ideas and Information
	• Learns on the job	Competency E: Manage Learning
Reading	• Reads notes from supervisors, co- workers and customers to obtain instructions, procedures and information	Competency A: Find and Use Information A1. Read continuous text

Reading	 Reads notices, understands the importance and acts appropriately Reads instructions and carries out the procedures Reads letters and/or emails from customers and clients Reads forms to extract and interpret information Keeps up to date with industry developments by reading online articles Troubleshoots issues by referencing manuals, internet resources and policy manuals 	A1.1 Read brief texts to locate specific details A1.2 Read texts to locate and connect ideas and information A1.3 Read longer texts to connect, evaluate and integrate ideas and information A2.2 Interpret simple documents to locate and connect information A2.3 Interpret somewhat complex documents to connect, evaluate and integrate information
Document Use	• Troubleshoots issues by referencing manuals, internet	Competency B: Communicate Ideas and Information B1 Interact with others B1.1 Participate in brief interactions to exchange information with one other person B2.1 Write brief texts to convey simple ideas and factual information
	 Creates lists Reads and interprets basic signs and symbols with text 	B3.1a Make straightforward entries to complete very simple documents

Document Use	 Completes forms and records information Catalogues and has the ability to locate information Creates tables that classify and organize information Uses information from graphs Creates graphs Uses and refers to diagrams, 	 B3.1b Create very simple documents to display and organize a limited amount of information B2 Write continuous text B3 Complete and create documents B4 Express oneself creatively Competency C: Understand and Use Numbers C4 Manage Data - C4.2 Make low-
Writing	 drawings and sketches Writes notes to record key information Records information on forms Writes emails to customers, supervisors and colleagues Writes memos Generates letters to clients, customers and suppliers Creates reports to present information to supervisors and suppliers 	level inferences to organize, make summary calculates and represent data Competency B: Communicate Ideas and Information B2 Write Continuous Text B2.1 Write brief texts to convey simple ideas and factual information B2.2 Write texts to explain and describe information and ideas B2.3 Write longer texts to present information, ideas and opinions B3.3b Create more complex documents to sort, display and organize information
Numeracy	 Counts items and inventory Adds prices from multiple items Calculates and makes change Measures time, distance, weight, dimensions, liquid, temperature 	C1 Manage money C1.1 Compare costs and make simple calculations C2 Manage time

Numeracy	 Compares costs from multiple sources Manages inventory levels and orders the correct number of items Multiplies quantities, 	C2.3 Find, integrate and analyze numerical information to make multi- step calculations using time C3 Use measures C3.3 Use measures to make multi-step calculations; use specialized measuring
	 understands unit costs, calculates discounts and tax Prepares weekly and monthly schedules Uses rate to calculate quantities Calculates, manipulates and converts measurement 	tools C4 Manage data C4.1 Make simple comparisons and calculations C4.3 Find, integrate and analyze data; identify trends in data

